

JOB DESCRIPTION

POSITION TITLE: HOSPITALITY WORKER I

CLASSIFICATION: HOSPITALITY WORKER I

REFERENCE NO: 100491

DIVISION: PUBLIC SERVICES

DEPARTMENT: COMMUNITY DEVELOPMENT

APPROVAL DATES: BY:  **DATE:** July 30, 2021
MANAGING DIRECTOR OF PUBLIC SERVICES

BY:  **DATE:** July 30, 2021
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a temporary part time, without union position responsible for preparing, distributing and/or selling food and beverages and merchandise to patrons attending events at various City facilities.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Supervisor – Food & Beverage.
- Receives work direction and supervision from Lead – Hospitality on shift.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Sets up, opens and closes the hospitality booth.
- Prepares beverages for sale.
- Process retail sales and completes reconciliations using approved cash handling procedures.
- Provides general information on the facility, services, events and attractions when required.
- Keeps work area neat and clean.
- Performs food and beverage preparation service, including use of grill, deep fryer and other kitchen equipment, and in compliance with required portion sizes, cooking methods and quality standards.
- Provides food and beverage service in the seating areas during events.
- Monitors ice levels in the concessions and ensure prompt deliveries.
- Ensures removal and proper disposal of recyclables and garbage around food service areas.
- Projects a positive image of self and the organization.
- Other related duties as assigned.

REQUIRED COMPETENCIES:

- Reliable.
- Demonstrated organizational skills.
- Excellent customer service skills.
- Ability to present a positive image to the public.

REQUIRED QUALIFICATIONS:

- Minimum age of 15 years.
- Previous experience in food preparation and customer service would be an asset.
- Successful completion of, or ability to obtain FOODSAFE course.